

MEDICAID HEALTH PLAN SERVICES

All Medicaid Health Plans (MHPs) cover medically necessary services such as:

- Ambulance.
- Doctor visits.
- Emergency care.
- Family planning.
- Health checkups for children and adults.
- Hearing and speech.
- Home health care.
- Hospice care.
- Hospital care.
- Immunizations.
- Lab and x-ray.
- Medical supplies.
- Medicine.
- Mental health.
- Physical and occupational therapy.
- Prenatal care and delivery.
- Surgery.
- Vision.
- Early and Periodic Screening, Diagnosis, and Treatment Program (EPSDT).

All MHPs are required to provide the services listed above. Some services are limited. The MHP Member Handbook (available online) within the individual health plan website should always be reviewed for services specific to the MHP; see *MHP Information Access* in this item for website information.

MHP Emergency Services

Emergency services are available 24 hours per day and 7 days per week. The MHP is responsible for payment of all out-of-plan or out-of-area emergency services and medical screening and stabilization services provided in an emergency department of a hospital consistent with the legal obligation of the emergency department to provide such services.

The MHP Member Handbook provides information on emergency and urgent medical care services. **If an emergency room is used**

for a non-emergency service, the foster care provider or private agency may be responsible for the charges.

MHP Outreach Services

The MHP will provide or arrange for outreach services for children who are due or overdue for Well Child/EPSDT visits. Outreach contacts by the MHP may be by phone, home visit, or mail. The foster care caseworker is still required to take all necessary action to ensure that the child's medical exams are completed on time.

Transportation

MHPs are required to assure a recipient's need for transportation necessary to receive health care services. Advance planning and authorization from the MHP is required to access non-emergency transportation services.

The MHP must use MDHHS guidelines for the provision of non-emergency transportation ([BAM 825](#)) for evaluation of the medical transportation request to maximize use of existing community resources. Transportation may be facilitated through bus tokens, cabs, volunteer drivers etc., dependent on the MHP available service.

For some MHPs, authorized transportation is only provided for the child and foster care provider. However, other MHPs will consider the situation and may provide transportation for a sibling if the foster care provider has difficulties in securing childcare. These types of exceptions are dependent on the individual MHP. In this type of situation, the specific MHP should be contacted and the foster care provider's situation discussed.

MHP transportation is not provided for the following services:

- Dental.
- Substance abuse.
- WIC appointments.
- Community mental health.

Foster Care Authorization for the MHP

At times, the MHP may need to contact the parent and/or caregiver to conduct an assessment on or provide case management services and/or caregiver education for a child with certain medical

conditions. The MHP representative must first contact the foster care caseworker/monitor (as the responsible party) to receive verbal authorization and obtain the parents and/or caregivers contact information. Foster care caseworkers and monitors must promptly respond to this request to facilitate the child's access to health services. Attempts must always be made to include the child's parents in the child's health care matters.

Mail Received from the MHP

Informational packets and letters from the MHPs call for timely action to ensure coordination of health care benefits. Correspondence should be forwarded to the supervising agency, as warranted by the information, but no later than one week of receipt.

Incentives from the MHP

The MHP may provide incentives, consistent with state law, to enrollees in the plan that encourage healthy behavior and practices. All marketing and health promotion incentives are approved by MDHHS, Medical Services Administration prior to implementation. Incentives **must be given** to the respective foster care provider for participating in targeted MHP service, such as bringing the child into the office for an EPSDT screening or immunizations.

MHP Member Handbook

The MHP Member Handbook (available online) and website should always be reviewed for services specific to the MHP. MDHHS and private agency caseworkers must be made aware of the resources to assist in the health care planning for and meeting the needs of the child.

MHP Information Access

A statewide listing of MHPs by county and access to individual MHP websites is available at [MHP Service Area List](#).